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**JTF  
CapMed**

# Supervisor Transition Toolkit

Walter Reed Army Medical Center  
to  
Walter Reed National Military Medical Center and  
Fort Belvoir Community Hospital

**July 2011**

<http://www.capmed.mil/toolkits>

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## Introduction

The move from the Walter Reed Army Medical Center (WRAMC) will generate many questions from employees, and as a first line supervisor, the employees will look to you for guidance and feedback. This Supervisor Transition Toolkit will help you address transition questions and concerns; it provides access to materials, processes, and information to facilitate a smooth transition.

The first section, “Before Day One,” is for all WRAMC supervisors that have employees transferring to either Walter Reed National Military Medical Center (WRNMMC) or Fort Belvoir Community Hospital (FBCH). In the first section you will find Transition Steps that span five (5) phases; each step contains specific actions you can follow to ensure your employees are prepared for the final move. Each step answers commonly asked questions, provides links to specific resources, and identifies relevant points of contact. Please use these steps to track your employee’s progress throughout the transition.

The following sections, “Day One” and “The First 90 Days,” provide guidance to current and transitioning supervisors with employees at the new facilities (WRNMMC or FBCH). The sections will help supervisors welcome transitioning employees into the facility.



In- and Out-Process	Welcome	Acculturation
Transition Preparation	Day One Preparation	First 90 Days
<p>Supervisors that have transferring employees at WRAMC:</p> <ul style="list-style-type: none"> <li>• Follow Steps 1-13 (pages 7-17)</li> <li>• Ensure employees are informed of and comply with all of the in- and out-processing requirements</li> <li>• Ensure employees are aware of their first day logistics (when and where to report to WRNMMC or FBCH)</li> <li>• Ensure employees attend the required transition trainings (step 8, page 14)</li> <li>• Complete a close-out evaluation for any employees that are transitioning to other supervisors (step 11, page 15)</li> </ul>	<p>Supervisors that have, or will have, transferring WRAMC employees at WRNMMC or FBCH:</p> <ul style="list-style-type: none"> <li>• Follow Steps 14-18 (pages 18-20)</li> <li>• Introduce transitioning employees to current employees</li> <li>• Orient transitioning employee to the MTF with the following: <ul style="list-style-type: none"> <li>○ Provide department-specific materials, handbooks, or guides</li> <li>○ Provide organizational charts and contact lists</li> <li>○ Provide onsite tours</li> </ul> </li> <li>• Select a Buddy for transitioning employees and prepare the Buddies for their duties (step 17, page 20)</li> </ul>	<p>Supervisors that have, or will have, transferring WRAMC employees at WRNMMC or FBCH:</p> <ul style="list-style-type: none"> <li>• Familiarize transitioning employees with key stakeholders and leaders</li> <li>• Ensure employees are familiar and trained on any new equipment</li> <li>• Ensure employees are familiar with the time and attendance system</li> <li>• Set performance expectations</li> <li>• Answer any immediate questions or concerns for employees (e.g., parking, location for HR, leave policy, etc.)</li> <li>• Hold a 30 Day Pulse-Check (page 22)</li> <li>• Hold a 90 Day Pulse-Check (page 23)</li> </ul>



## Phase I: Background Investigation (Step 1)

Ongoing - July

Step	Transition Activities & FAQs
<b>Step 1 – Ensure your employees have a background investigation initiated</b>	<p>As a supervisor, it is extremely important that all of your employees(military, civilian, and contractors) have the appropriate background investigation initiated prior to transitioning from Walter Reed Army Medical Center (WRAMC).</p> <p><b>Q1: Who is managing this?</b> The Walter Reed (WR) Human Resources Liaison Office (HRLO) is working directly with the Personnel Security Office (PSO) to identify those employees in need of a background investigation. Once these employees are identified by department, the HRLO will contact the Department Administrators to schedule background investigation appointments with the PSO.</p> <p><b>Q2: Do all employees need to have a background investigation conducted?</b> No. Only those employees without the proper background investigation level will need to have an investigation initiated prior to reporting to their new duty station. These employees will be contacted by their Department Administrator for a background investigation appointment. Those employees that already have an adequate background investigation can skip this step.</p> <p><b>Q3: What about contractors?</b> If the contractor has received confirmation from his/her company that he/she is moving due to BRAC, then the contractor must have a PSO appointment to have a security investigation initiated (if he/she is not already in JPASS). Please check with your department administrator to see if the contractor needs a PSO appointment.</p> <p><b>Q4: What is the schedule for these appointments?</b> The background investigation appointments began in January and will end 29 July 2011.</p> <p><b>Q5: How can I ensure my employees are complying with this requirement?</b> Communicate the process described above to your employees, stressing the importance of having this completed. Without the proper background investigation, the employee may <u>not have computer system access</u> at Walter Reed National Military Medical Center (WRNMMC) or Fort Belvoir Community Hospital (FBCH), so it is of the <u>utmost importance</u> to have this completed so as to not disrupt patient care.</p> <p><b>Q6: What if one of my employees misses his/her background investigation appointment?</b> Have the employee contact his/her Department Administrator immediately.</p> <p><b>Q7: Is the PSO appointment the only requirement for the employee?</b> No. After attending the PSO appointment, the employee (military, civilian, and contractor) will receive an email notification from the Personnel Security Investigation Portal (PSIP) Center of Excellence. This email will contain a link for the SF86, in which the employee MUST complete within five (5) calendar days. If the employee does not complete the SF86 within 5 calendar days, the link resets and he/she will need to contact the PSO office immediately (Mr. Dan Barry or SGT James Rutherford at 202-782-0824).</p>



**Phase I: Background Investigation (Step 1)****Ongoing - July**

Step	Transition Activities & FAQs
	<p>**The security background investigation is <b><u>extremely critical</u></b>; if your employee reports to WRNMMC or FBCH without a background investigation initiated, he/she <u>may be declined</u> for onboarding until the requirement is fulfilled. Please ensure your employees are following the processes described above. More detailed instructions are provided in the WRNMMC and FBCH Employee Transition Toolkits, located at <a href="http://www.capmed.mil/toolkits">http://www.capmed.mil/toolkits</a>.</p>
	<p>If an employee does not receive a favorable eligibility status from his/her background investigation, the employee will be contacted by the PSO office for a Statement of Reasons (SOR) to clear the issues.</p> <p>Employees who fall within this category will be handled on a case by case basis. The employee will receive guidance from the appropriate security personnel.</p> <p>If you have additional questions, please contact the Walter Reed Security Managers at:</p> <ul style="list-style-type: none"> <li>✓ Mr. Dan Barry/SGT James Rutherford (primary POC) at 202-782-0824</li> <li>✓ Mr. Ronald Wright (Security Manager) at 202-782-3959</li> <li>✓ Mrs. Marva McCombs (Security Manager) at 202-782-1129</li> </ul> <p><b>NEW</b></p> <p>Note: The PSO at WRAMC will accept employee appointments until 29 July 2011. If your employee does not report to the PSO at WRAMC before 29 July, he/she will have to report to the security office at his/her gaining facility (either WRNMMC or FBCH) to have the appropriate background investigation initiated prior to transferring from WRAMC; this step has to be complete prior to the employee reporting the WRNMMC or FBCH.</p>





## Phase II: In-Processing Paperwork (Steps 2-3)

May - July

Step	Transition Activities & FAQs
	<ul style="list-style-type: none"> <li>For employees moving to WRNMMC, please follow Step 2</li> <li>For employees moving to FBCH, please follow Step 3</li> </ul>
<p><i>Future WRNMMC employees only</i></p> <p><b>Step 2– Ensure employees complete all WRNMMC paperwork appropriately</b></p>	<ul style="list-style-type: none"> <li>The Walter Reed HRLO will meet with the Department Administrator for each Department to review the in-processing paperwork requirements for employees moving from WRAMC to WRNMMC (please see step 3 for FBCH).             <ul style="list-style-type: none"> <li>The HRLO will provide all in-processing paperwork to the Department Administrator to copy and distribute to all employees.</li> <li>The HRLO will provide the Department Administrator with sample paperwork (filled out with mock data) for reference.</li> <li>After meeting with the Department Administrator, the employees have <b>5 business days</b> to complete the paperwork.</li> <li>Employees will return the completed paperwork to the Department Administrator, and the Department Administrator will forward all paperwork to the WR HRLO.</li> </ul> </li> <li>As the supervisor, you will need to ensure that your employees complete their paperwork within five business days even if you are not reporting to the same facility as the employees.             <ul style="list-style-type: none"> <li>Please review your employee's paperwork for accuracy prior to him/her submitting it.</li> <li>Please ensure the employee has filled out his/her paperwork in its entirety.</li> </ul> </li> <li>The following forms are required for <u>all WRAMC employees</u> reporting to <u>WRNMMC</u>:             <ol style="list-style-type: none"> <li>System Authorization Access Request (SAAR) Form</li> <li>Defense Medical Human Resources System Internet (DMHRSi) Form</li> <li>Base Pass and ID Application</li> <li>Request for Information Technology Services (ITS) and Computer Training Form</li> <li>Base Access Form (<u>Civilians/Contractors only</u>)</li> </ol> </li> </ul> <p><b>Q1: Can my employees begin to fill out the in-processing paperwork before they are contacted by their Department Administrator?</b> Yes. Please <u>encourage your employees</u> to start the paperwork early. They can access the paperwork on the following websites: <a href="https://www.bethesda.med.navy.mil/wfm">https://www.bethesda.med.navy.mil/wfm</a> and the WRAMC BRAC Integration &amp; Transition website, <a href="https://intranet.wramc.amedd.army.mil/hospital/i/Pages/WRAMCBRAC.aspx">https://intranet.wramc.amedd.army.mil/hospital/i/Pages/WRAMCBRAC.aspx</a> (click the red box "If you are relocating to WRNMMC").</p> <p><b>Q2: Who do I contact if I have questions about the paperwork?</b> Your Department Administrator.</p> <p><b>NEW NOTE:</b> <i>Contractors, if informed by their company they are moving due to BRAC, are required to fill out the same paperwork as civilian employees.</i></p>



## Phase II: In-Processing Paperwork (Steps 2-3)

May - July

Step	Transition Activities & FAQs
<p><i>Future FBCH employees only</i></p> <p><b>Step 3 –</b>  <b>Ensure employees complete all FBCH paperwork appropriately</b></p>	<ul style="list-style-type: none"> <li>• Same processes as listed in Step 2 above. However, all WRAMC employees reporting to FBCH have to complete and turn in different forms (as listed below).</li> <li>• The following forms are required for all <u>enlisted WRAMC employees</u> reporting to <u>FBCH</u>:             <ol style="list-style-type: none"> <li>1. Army Specific-Personnel Clothing Accountability For Army</li> <li>2. Army Specific -Record Of Emergency Data DD Form 93</li> <li>3. Army Specific BAQ allowance DA Form 5960, SEP 90 (Welcome Center)</li> <li>4. Army Specific Medical Company New In-processing Form</li> <li>5. Army Specific Personal Clothing Request Inventory for E-4 and below</li> <li>6. In-process for Defense Medical Human Resource Intranet</li> <li>7. In-processing Questionnaire Government Travel</li> <li>8. Medical Readiness Instructions (Occ Health)</li> <li>9. Personnel Security I.D. In-Processing form</li> <li>10. PTM&amp;S Form</li> <li>11. DDF2005</li> </ol> </li> <li>• The following forms are required for all <u>Officer WRAMC employees</u> reporting to <u>FBCH</u>:             <ol style="list-style-type: none"> <li>1. Army Specific-Personnel Clothing Accountability For Army</li> <li>2. PTM&amp;S Form</li> <li>3. Army Specific -Record Of Emergency Data DD Form 93</li> <li>4. Army Specific BAQ allowance DA Form 5960, SEP 90 (Welcome Center)</li> <li>5. Army Specific Medical Company New In-processing Form</li> <li>6. DDF2005</li> <li>7. In-Process for Defense Medical Human Resource Intranet</li> <li>8. In-processing Questionnaire Government Travel</li> <li>9. Medical Readiness Instructions</li> <li>10. Personnel Security I.D. In-Processing form</li> </ol> </li> <li>• The following forms are required for all <u>civilian WRAMC employees</u> reporting to <u>FBCH</u>:             <ol style="list-style-type: none"> <li>1. DDF2005</li> <li>2. PTM&amp;S Form</li> <li>3. Direct Deposit FASTSTART Form 2231 (<b>optional</b>)</li> <li>4. FORM VA-4 Commonwealth of VA Dept of Taxation(exemption worksheet)</li> <li>5. In-Process for Defense Medical Human Resource Intranet</li> <li>6. In-processing Questionnaire Government Travel</li> <li>7. Medical Readiness Instructions</li> <li>8. Personnel Security I.D. In-Processing form</li> </ol> </li> </ul> <p><b>NEW NOTE:</b> Contractors, <u>if informed by their company</u> they are moving due to BRAC, are required to fill out the specific contractor paperwork found on <a href="https://www.bethesda.med.navy.mil/wfm">https://www.bethesda.med.navy.mil/wfm</a>.</p>
<p><b>NOTE:</b> Please ensure your employees complete and turn in their required forms to their Department Administrator NLT five (5) business days after receipt. It is extremely important the forms are filled out in a timely manner to ensure your employees can begin work at either WRNMMC or FBCH.</p>	



## Phase III: Badging &amp; CAC (Steps 4 – 6)

May - June

Step	Transition Activities & FAQs
<ul style="list-style-type: none"> <li>• For employees moving to WRNMMC, please follow steps 4 &amp; 6</li> <li>• For employees moving to FBCH, please follow steps 5-6</li> </ul>	
<p><i>Future WRNMMC employees only</i></p> <p><b>Step 4 –</b> <b>Ensure employees report to their badging appointment</b></p>	<ul style="list-style-type: none"> <li>• All employees will be scheduled for the WRNMMC ID badge picture through their Department Administrator. <ul style="list-style-type: none"> <li>○ The location for the badging appointments is the WRAMC Dermatology Clinic, rooms J-88-92.</li> <li>○ Appointments run Monday to Friday from 0800 to 1400, until 29 July 2011. The employee must report 15 minutes prior to the scheduled appointment.</li> <li>○ The employee must check with his/her Department Administrator for the badging appointment location.</li> <li>○ The employee must bring a valid photo ID (i.e., Common Access Card (CAC), WRAMC Badge, or Driver's License) to the badging appointment.</li> <li>○ No paperwork is necessary from the employee.</li> </ul> </li> <li>• As the supervisor, please stress the importance for employees to commit to their assigned appointment date and time. It is important to reduce re-scheduling to ensure all employees have the ability to have their picture taken to receive their new badge.</li> <li>• Employees will receive their new badge on Day One at WRNMMC (see step 15, page 19).</li> </ul> <p><b>Q1: What if my employee misses his/her badging appointment?</b> Instruct your employee to contact his/her Department Administrator <b>immediately</b> to schedule a new appointment.</p>
<p><b>NEW</b></p> <p><i>Future FBCH employees only</i></p> <p><b>Step 5 –</b> <b>Inform employees of the FBCH badge photo procedure</b></p>	<ul style="list-style-type: none"> <li>• All WRAMC employees reporting to FBCH should have already had their badge photo taken at WRAMC by FBCH staff.</li> <li>• If your employee has not had his/her picture taken for the new FBCH badge, he/she will have a photo taken on Day One at FBCH. The employee may have to take his/her picture twice, so please urge them to remain flexible.</li> <li>• Clinical employees attending the "Day In the Life" training at FBCH on the 14<sup>th</sup> and 28<sup>th</sup> of July will receive their FBCH badge at that time.</li> <li>• All other employees will pick up their badges at the Physical Security Department on their first work day at FBCH (see Step 16, page 19).</li> </ul>



## Phase III: Badging &amp; CAC (Steps 4 – 6)

May - June

<u>Step</u>	<u>Transition Activities &amp; FAQs</u>
<p><b>NEW</b> Civilian employees only</p> <p>Step 6 – Ensure employees receive a new CAC</p>	<p>All <u>civilian</u> employees need to receive a new DoD CAC; <i>service specific CACs (for civilian employees only) will not be useable after 14 August 2011.</i></p> <ul style="list-style-type: none"> <li>• Ensure your civilian employees receive a CAC appointment (date and time) from their Department Administrator and report to his/her appointment.</li> <li>• All CAC appointments are held in WRAMC Building 11, Delano Hall, Room 1-94.</li> <li>• The employee must bring two forms of identification (see WRNMMC and FBCH Employee Transition Toolkits for further instructions).</li> <li>• The new DoD CAC will be issued by the hospital's designated custodians at a later time, before 14 August 2011. More specific details will be provided.</li> </ul>



**Phase IV: Out-Processing from WRAMC (Steps 7 – 11)****May - July**

<u>Step</u>	<u>Transition Activities &amp; FAQs</u>
	<ul style="list-style-type: none"> <li>• For employees military members, please follow steps 7-11</li> <li>• For civilian employees, please follow steps 8-11</li> </ul>
<p><b>Military members only</b></p> <p><b>Step 7 -</b></p> <p><b>Ensure military members complete check-out requirements</b></p>	<ul style="list-style-type: none"> <li>• Military members must report to the Walter Reed Building 41 (the old Red Cross Building) to conduct their out-processing from WRAMC.</li> <li>• Location and hours of operation for Building 41 are: <ul style="list-style-type: none"> <li>○ Building 41 is located across the street from the Museum</li> <li>○ 0600 – 1600, Monday – Friday</li> <li>○ Operating from 11 July – 22 July (2011)</li> <li>○ No appointment is required</li> </ul> </li> <li>• Military members must bring: <ul style="list-style-type: none"> <li>○ CAC</li> <li>○ Military ID</li> </ul> </li> <li>• Military members will receive information on out-processing from their Company. Military members can also check with their Deputy Commander, Department Chief, Non-Commissioned Officer in Charge (NCOIC), or Walter Reed announcements for further information on out-processing. Additionally, further information is included in the WRNMMC and FBCH Employee Transition Toolkits.</li> </ul>



## Phase IV: Out-Processing from WRAMC (Steps 7 – 11)

May - July

Step	Transition Activities & FAQs
<p><b>NEW</b></p> <p><b>Step 8 -</b> Ensure employee transition training requirements are fulfilled</p>	<ul style="list-style-type: none"> <li>• All WRAMC employees (military members, civilians, and contractors) <u>reporting to WRNMMC and FBCH</u> must attend the following three (3) training sessions:             <ul style="list-style-type: none"> <li>○ <b>Staff Transitional Orientation Sessions:</b> Provides cultural integration information and an orientation to transitioning employees. The sessions are held at WRAMC, National Naval Medical Center (NNMC), and Dewitt Army Community Hospital (DACH).                 <ul style="list-style-type: none"> <li>a. Future WRNMMC Employees can sign up via <a href="https://intranet.wramc.amedd.army.mil/hospital/i/Pages/WRAMCBRAC.aspx">https://intranet.wramc.amedd.army.mil/hospital/i/Pages/WRAMCBRAC.aspx</a></li> <li>b. Future FBCH Employees can sign up during the military out-processing (see Step 7 in the FBCH Employee Transition Toolkit, page 12). If the employee does not sign up during the military out-processing, you will need to contact SFC Juana Fecteau at <a href="mailto:juana.fecteau@amedd.army.mil">juana.fecteau@amedd.army.mil</a> to sign your employees up for the training.</li> </ul> </li> <li>○ <b>Workspace Orientation Sessions:</b> Provides orientation to employees in their workspace to safely perform duties. The trainings are held at NNMC and DACH. The dates and times for this training will be provided by the employee's <u>new</u> Department at WRNMMC or FBCH.</li> <li>○ <b>Equipment Training:</b> Provides an orientation to the usage and requirements of the new equipment. The trainings are held at NNMC and DACH. The dates and times for this training will be provided by the employee's <u>new</u> Department at WRNMMC or FBCH.</li> </ul> </li> <li>• <b>NOTE:</b> Ensure you and your employees are up-to-date on the standard, mandatory training prior to transitioning from WRAMC (e.g., HIPPA, IA, etc.); please visit your MyBiz training page for outstanding training requirements and ask that employees do the same.</li> </ul>
<p><b>NEW</b></p> <p><b>Step 9 -</b> Provide employees with their Joint Training Record</p>	<ul style="list-style-type: none"> <li>• If you have employees moving to WRNMMC or FBCH, and you will no longer be their supervisor, you will need to provide them with their Joint Training Record.</li> <li>• If you have employees moving to WRNMMC or FBCH, and you will remain as their supervisor, please ensure you transfer their Joint Training Records with you to the new facility.</li> <li>• Additionally, all employees need a current competency assessment included in their joint training record prior to transitioning from WRAMC.</li> </ul>
<p><b>Step 10 –</b> Close out performance evaluations for transferring employees</p>	<ul style="list-style-type: none"> <li>• If you have employees moving to WRNMMC or FBCH, and you will no longer be their supervisor, you will need to conduct a close-out or an early annual assessment.</li> <li>• It is very important for employees to receive recognition for their performance and contributions during their time at WRAMC.</li> <li>• If you have questions on how to complete an early annual or close-out assessment, please contact your local Human Resources Liaison Office or Military S1 (Military HR).</li> </ul>



**Phase IV: Out-Processing from WRAMC (Steps 7 – 11)****May - July**

<u>Step</u>	<u>Transition Activities &amp; FAQs</u>
<b>Step 11 – Make certain your employees comply with any check-out requirements</b>	<ul style="list-style-type: none"> <li>• All employees must turn in their garage pass to the vehicle registration office. The vehicle registration office is located in WRAMC Building 11 (Delano Hall), Room G-109.</li> <li>• The telecommunication devices (i.e., blackberries, cell phones, pagers, MiFis/air cards) are managed through the Equipment Management Department.               <ul style="list-style-type: none"> <li>○ Future WRNMMC employees with an assigned blackberry will receive a new blackberry prior to transitioning from WRAMC. Pagers and cell phones will remain the same. Employees may request a MiFi/air card on Day One (as applicable) at WRNMMC.</li> <li>○ Future FBCH employees will receive new hardware (i.e., blackberries, cell phones, pagers, MiFis/air cards, computers, printers, etc.) when they report to FBCH.</li> </ul> </li> <li>• For other check-out requirements (e.g., turning in keys, laptops, etc.), please coordinate with your Department Administrator or your NCOIC.</li> </ul>



## Phase V: Report to WRNMMC and FBCH (Steps 12-13)

## August

Step	Transition Activities & FAQs
	<ul style="list-style-type: none"> <li>• Make certain your employees are aware of the <b><u>time and date of their first day</u></b> at WRNMMC and FBCH</li> <li>• For employees transferring to WRNMMC, please follow Step 12</li> <li>• For employees transferring to FBCH, please follow Step 13</li> </ul>
<p><b>NEW</b> Future WRNMMC employees only</p> <p><b>Step 12 – Communicate WRNMMC Day One Requirements</b></p>	<ul style="list-style-type: none"> <li>• All transitioning (military, civilian, and contractor) employees must report to WRNMMC during their normal working hours on Day One (their first day at WRNMMC), unless directed otherwise. It should not be assumed that employees are working limited hours on Day One. <ul style="list-style-type: none"> <li>○ Employees must report to their WRNMMC supervisor upon arrival.</li> <li>○ All employees <b><u>MUST</u></b> report to the WRNMMC Staff Transition Welcome Center on Day One.</li> <li>○ <b>All privileged providers</b> must report to the Medical Staff Office to finalize their transfer of privileges.</li> <li>○ <b>All other licensed health care providers</b> (i.e., RNs, LPNs/LVNs, etc.) must report to the Medical Staff Office to provide a copy of their state license(s).</li> </ul> </li> </ul> <p><b><i>For more detailed information on locations, forms, and processes, please see Step 13, page 14 in the WRNMMC Employee Transition Toolkit.</i></b></p> <p><b>Base Access</b></p> <ul style="list-style-type: none"> <li>• You need to send an email to <a href="mailto:NNMC-ACCESSTOBASE@med.navy.mil">NNMC-ACCESSTOBASE@med.navy.mil</a> to request base access for all of your WRAMC employees reporting to WRNMMC. Ensure the email is sent one (1) week in advance and includes: <ul style="list-style-type: none"> <li>○ The date the employees are reporting to WRNMMC.</li> <li>○ The make, model, and color of the employee's car.</li> <li>○ Why the employee is requesting base access (i.e., he/she is reporting to WRNMMC for his/her first day of work).</li> </ul> </li> </ul> <p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>• Alternative transportation options are highly recommended, as parking is limited. For transportation and parking options at WRNMMC, please direct your employees to the WRNMMC Employee Transition Toolkit, pages 30, 31, and 27 respectively.</li> </ul> <p><b>Parking Stickers</b></p> <ul style="list-style-type: none"> <li>• Employees will receive a permanent WRNMMC parking sticker during their Welcome Center appointment. Employees are allowed to register up to four (4) vehicles and receive parking stickers for up to two (2) vehicles.</li> </ul>





## Phase V: Report to WRNMMC and FBCH (Steps 12-13)

August

Step	Transition Activities & FAQs
<p><b>NEW</b> Future FBCH employees only</p> <p><b>Step 13 – Communicate FBCH Day One Requirements</b></p>	<ul style="list-style-type: none"> <li>All transitioning employees (military, civilian, and contractor) must report to FBCH during their normal working hours on Day One (their first day at FBCH), unless directed otherwise. It should not be assumed that employees are working limited hours on Day One.</li> <li>On Day One all employees <b>MUST</b> report to the following upon arrival:             <ol style="list-style-type: none"> <li>Human Resources (HR) to receive an initial welcoming brief and validate their employee information.</li> <li>Information Management to activate their email account.</li> <li>Physical Security to receive their FBCH badge and parking sticker.</li> <li>Medical Staff Office                 <ol style="list-style-type: none"> <li><b>All privileged providers</b> must report to the Medical Staff Office to finalize their transfer of privileges.</li> <li><b>All other licensed health care providers</b> (i.e., RNs, LPNs/LVNs, etc.) must report to the Medical Staff Office to provide a copy of their state license(s).</li> </ol> </li> <li>FBCH supervisor upon completion of their in-processing steps.</li> </ol> <p><i>For more detailed information on locations, forms, and processes, please see Step 13, page 15 in the FBCH Employee Transition Toolkit.</i></p> <p><b>Base Access</b></p> <ul style="list-style-type: none"> <li>The WRAMC vehicle decal will remain active at FBCH (employees do not need to receive a new one).</li> <li>If their WRAMC vehicle decal is <u>expired</u> at the time they report to FBCH, or if they <u>do not have</u> a WRAMC vehicle decal, employees must:             <ul style="list-style-type: none"> <li>Enter through Tulley Gate on Day One</li> <li>Bring a valid Driver's License or CAC</li> <li>Report to the Visitor Processing Operations Center (VPOC) to receive a FBCH decal</li> </ul> </li> </ul> <p><b>Transportation</b></p> <ul style="list-style-type: none"> <li>Alternative transportation options are noted on page 27 in the FBCH Employee Transition Toolkit.</li> </ul> <p><b>Parking Stickers</b></p> <ul style="list-style-type: none"> <li>Employees will receive a parking sticker on Day One from the Physical Security Department. FBCH staff will be able to park in Staff Parking on Day One until a parking sticker is issued. For parking options at FBCH, please see the FBCH Employee Transition Toolkit.</li> </ul> </li></ul>
<p><b>NOTE:</b> If an employee chooses to receive a parking sticker(s) for his/her vehicle at WRNMMC/FBCH, he/she will <b>NOT</b> be eligible for Mass Transit Benefits.</p>	



## Day One (Steps 14 – 18)

## August

Step	Transition Activities & FAQs
<b>Step 14 – Prepare to receive transitioning employees on Day One</b>	<ul style="list-style-type: none"> <li>As a supervisor, you will have the following Day One Requirements for your transitioning employees:               <ul style="list-style-type: none"> <li>Ensure all employees know what time to report to work.</li> <li>Greet the employees and show them to their workspace.</li> <li>Ensure all employees have required access codes or building badges, if necessary (i.e., ICU, Pharmacy, etc.).</li> <li>Identify buddies for transitioning employees (see Step 17, page 20 for further information).</li> <li>Provide department-specific materials, handbooks, or guides, as necessary.</li> <li>Provide organizational charts and contact lists.</li> <li>Provide onsite tours, as necessary.</li> </ul> </li> <li>Additionally, verify your transitioning employees have information on the following items:               <ul style="list-style-type: none"> <li>Time and attendance system requirements and the designated time keeper for your department</li> <li>New equipment required to perform duties</li> <li>New Joint standards/policies</li> <li>Defense Travel System (DTS) Travel Cards (if applicable)</li> <li>Mass Transit Fringe Benefits (if applicable; covered in WRNMMC/FBCH Employee Transition Toolkits)</li> <li>Child Care (if applicable; covered in WRNMMC/FBCH Employee Transition Toolkits)</li> </ul> </li> </ul> <p><b>Q1: What do I do if one of my employees does not show up to work?</b> If one of your employees does not report to WRNMMC or FBCH on his/her scheduled day, please attempt to contact him/her immediately. If you are unsuccessful in reaching the employee after many attempts:</p> <ul style="list-style-type: none"> <li>WRNMMC: Contact the WRNMMC Staff Transition Welcome Center to see if he/she checked in and/or to speak with an HR representative (Clark Auditorium).</li> <li>FBCH: Contact the FBCH Human Resources Department to see if he/she checked in and/or to speak with an HR representative (Sunrise Building, 3rd Floor, D310).</li> </ul>



## Day One (Steps 14 – 18)

## August

Step	Transition Activities & FAQs						
<p><i>Future WRNMMC employees only</i></p> <p><b>Step 15 -</b> <b>Direct employees to the WRNMMC Staff Transition Welcome Center and the Medical Staff Office</b></p>	<ul style="list-style-type: none"> <li>All transitioning employees (military, civilian, and contractor) must report to WRNMMC during their normal working hours on Day One (their first day at WRNMMC), unless directed otherwise. It should not be assumed that employees are working limited hours on Day One.</li> <li>Transitioning employees will first report to their WRNMMC supervisor.</li> <li>All Transitioning employees (military, civilian, and contractor) <u>MUST</u> check in at the WRNMMC Staff Transition Welcome Center on his/her first day. The employees will receive their WRNMMC Badge and parking sticker at the Welcome Center.</li> <li>The employee's appointment will be based on his/her last name. Inform your employees of their appointment time. <table border="0" data-bbox="527 737 1024 842"> <tr> <td>0600 – 1000</td><td>Last Names A - I</td></tr> <tr> <td>1000 – 1400</td><td>Last Names J – Q</td></tr> <tr> <td>1400 – 1700</td><td>Last Names R - Z</td></tr> </table> </li> <li>WRNMMC will have signs directing employees to the Welcome Center.</li> <li>Additionally, all clinical employees are to report to the Medical Staff Office to update their credentialing letter.</li> <li>Please Note: <u>Employees will not be able to see patients</u> until they have reported to the Medical Staff Office.</li> </ul> <p><b><i>For more detailed information on locations, forms, and processes, please see Step 13, page 14 in the WRNMMC Employee Transition Toolkit.</i></b></p>	0600 – 1000	Last Names A - I	1000 – 1400	Last Names J – Q	1400 – 1700	Last Names R - Z
0600 – 1000	Last Names A - I						
1000 – 1400	Last Names J – Q						
1400 – 1700	Last Names R - Z						
<p><b>NEW</b></p> <p><i>Future FBCH employees only</i></p> <p><b>Step 16 -</b> <b>Ensure employees have completed their in-processing</b></p>	<ul style="list-style-type: none"> <li>All transitioning employees (military, civilian, and contractor) must report to FBCH during their normal working hours on Day One (their first day at FBCH), unless directed otherwise. It should not be assumed that employees are working limited hours on Day One.</li> <li>Transitioning employees will first report to Human Resources Department upon arrival.</li> <li>Transitioning employees will have to check-in with the following immediately upon arrival (before reporting to his/her supervisor): <ol style="list-style-type: none"> <li>Human Resources to receive an initial welcoming brief and validate employee information.</li> <li>Information Management to activate their email account.</li> <li>Physical Security to receive their FBCH badge and parking sticker.</li> <li>Medical Staff Office (all privileged providers and other licensed health care providers must report to the Medical Staff Office to be able to see patients).</li> </ol> </li> <li>Upon completion of their in-processing activities, employees must report to their Supervisor.</li> </ul> <p><b><i>For more detailed information on locations, forms, and processes, please see Step 13, page 15 in the FBCH Employee Transition Toolkit.</i></b></p>						



## Day One (Steps 14 – 18)

## August

<u>Step</u>	<u>Transition Activities &amp; FAQs</u>
<p><i>Best Practice</i></p> <p><b>Step 17 – Assign a Buddy to the transitioning employees</b></p>	<ul style="list-style-type: none"> <li>As a best practice, assign a Buddy to each transitioning employee. Buddies/co-workers influence a new employee’s perceptions of the organization by making them feel welcomed and connected. Buddies can also reinforce the organizational culture and values and answer any immediate questions the employee may have.               <ul style="list-style-type: none"> <li>Assign Buddies based on similarities of the person’s role (i.e., same job assignment, same department, etc.).</li> <li>The Buddy should be a current employee at WRNMMC or FBCH.</li> <li>The Buddy should be the same career level or higher than the transitioning employee.</li> <li>The Buddy should be a good role model for transitioning employees.</li> <li>The Buddy to transitioning employee ratio does not need to be 1:1 (i.e., a Buddy can be assigned more than one transitioning employee).</li> </ul> </li> <li>The Buddies should be encouraged to:               <ul style="list-style-type: none"> <li>Have lunch with the transitioning employees(s) on his/her first day.</li> <li>Ask questions, listen, share information, and provide advice.</li> <li>Take the initiative to schedule meetings or phone calls to check-in with the transitioning employee during the first 90 days.</li> <li>Follow up as needed to share feedback and information.</li> </ul> </li> <li>Ensure you receive confirmation from your employees to act as a Buddy at least two (2) weeks prior to receiving the transitioning employees.</li> <li>Introduce the transitioning employee to his/her Buddy on Day One.</li> </ul>
<p><i>Best Practice</i></p> <p><b>Step 18 – Schedule a 30 and 90 day Pulse-Check meeting with each employee</b></p>	<ul style="list-style-type: none"> <li>Schedule a 30 and 90 day Pulse-Check meeting with each employee. The meeting should last for approximately 15-30 minutes per employee.</li> <li>You may want to block out certain hours on your schedule for 2-3 days and ask for your employees to “sign up” during those hours.               <ul style="list-style-type: none"> <li>One week prior to the meeting, confirm the date, time, and location with your employee.</li> <li>Share the meeting agenda with the employee.</li> <li>Encourage the employee to prepare for the meeting by identifying questions and/or concerns to discuss.</li> </ul> </li> <li>See pages 22 and 23 for a suggested agenda.</li> </ul>



The next section (“First 90 Days”) provides supervisors with a consistent framework for guiding, supporting, and ensuring transitioning employees are equipped with the right resources to operate within the Joint environment.

The 30 and 90 day Pulse-Checks provide an opportunity for Supervisors to solicit and provide candid, constructive feedback. When done appropriately and consistently, feedback will drive performance and contribution by:

- Aligning behaviors and results to the mission of the facility.
- Drawing attention to poor performance early so that adjustments can be made.
- Identifying employee behaviors that should be continued and behaviors that should be changed.
- Recognizing and celebrating achievement to encourage future achievement.
- Building a shared understanding between supervisor and employee of performance expectations.

In addition to giving ongoing performance feedback, it is important to **set performance expectations** for your employees right at the beginning.

Setting performance expectations early is critical to ensure your employees have a shared understanding of their performance standards, especially since the employees will be from all different backgrounds (Army, Navy, Air Force, military, and civilian). The recommended Pulse-Checks below will help you discuss performance expectations and keep the lines of communication open between you and your employees.



## 30 Day Pulse-Check

### 30 Day Pulse-Check Suggested Agenda

**Supervisors: Tailor the agenda below for a one-on-one discussion.**

#### Onboarding experience

- How have you been doing and what has been happening since we last talked?
- How is your Onboarding experience? What concerns or questions do you have?
- How are you feeling about your new position? Are your expectations being met – why or why not?

#### Schedule/New Equipment/Policies

- What questions do you have?
- Are you comfortable working with the new equipment?
- Do you have any questions about the new policies (identify specific policies that pertain directly to your department)?

#### WRNMMC/FBCH

- What questions do you have about the structure of WRNMMC/FBCH?
- What questions do you have about HR processes (i.e., leave and time and attendance policy)?

#### Performance Feedback

- How is the work going? How are you handling the workload?
- What questions do you have about your performance expectations?
- Let me share feedback concerning your performance during your first 30 days.
- ***Remember:** Good feedback aims to reinforce positive behavior, acknowledge contributions and accomplishments, anticipate difficulties, and remedy any shortfalls. Ensure that you are specific, descriptive, focus on behavior and results, define the expectations, choose the appropriate timing and setting, and anticipate how the other person will receive your message.*

#### Career Path

- What questions do you have for me regarding opportunities available to you?
- What questions do you have regarding the evaluation process?

#### Other Topics

- Discuss any other items relevant to the transitioning employee.

#### Summary and Next Steps

- Summarize actions for you and the transitioning employee.
- Discuss intended meetings for 90-day Pulse-Check and arrange times and location.
- Reiterate that the transitioning employee can contact you when needed with any questions via email or phone.



## 90 Day Pulse-Check

### 90 Day Pulse-Check Suggested Agenda

***Supervisors: Tailor the agenda below for a one-on-one discussion.***

#### **Onboarding experience**

- How have you been doing and what has been happening since we last talked?
- How are you feeling about your new job? Are your expectations being met – why or why not?

#### **Schedule/New Equipment/Policies**

- What new equipment are you working with?
- Do you have any questions about the new policies (identify specific policies that pertain directly to your department)?

#### **Performance Feedback**

- What duties have been assigned to you? How is the work going? What questions do you have?
- What questions do you have about your performance expectations?
- Let me share the feedback concerning your performance during your first 90 days on the job.
- *Provide specific development actions if potential performance issues are identified.*

#### **Career Path**

- What progress have you made on any development actions listed in your Individual Development Plan (IDP), if applicable? Would you like to create an IDP?
- What training opportunities have you found that you are interested in?
- *Provide suggestions for training if necessary.*
- What questions do you have for me regarding learning and development opportunities available to you?
- What questions do you have regarding the evaluation process?

#### **Cultural Integration**

- What changes have surprised you about working in a Joint environment?
- What changes have been positive, and why?
- What changes have been negative, and why?
- Tell me about your new team: what benefits and/or frustrations have resulted from working in a Joint environment?

#### **Other Topics**

- Discuss any other relevant items.

#### **Summary and Next Steps**

- Summarize actions for you and the transitioning employee.
- Reiterate that the employee can contact you when needed with any questions via email or phone.

